



WebFile Guide for

Professional Employer Organizations

How to Navigate through WebFile

WELCOME



Welcome to the Virginia Workers' Compensation Commission's WebFile application.

The Commission created WebFile to assist its customers in easily accessing, viewing and managing their claim record.

This guide provides the information and instructions necessary for navigating this web-based claim management tool.

While the guide may be printed, it is recommended that the guide be utilized electronically due to updates and revisions.

Questions regarding WebFile processes should be directed to the Commission at **1-877-664-2566** or please visit <http://www.workcomp.virginia.gov/WebFile/WebFile-support> and complete a WebFile Support Request.

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WebFile OVERVIEW

WebFile is a comprehensive Claims Management system accessible to most of the Commission's stakeholders – Claimants, Claim Administrators, Claim Managers, and Attorneys. The system has been built so that each of these customers can, based on their roles, view claims records and manage key claims transactions online.

PEO WebFile is a comprehensive registration and reporting system launched by the Virginia Workers' Compensation Commission in 2010 to centralize PEO filings. Please be aware that PEO Users are required to perform all registration and reporting to the Commission through PEO WebFile, therefore, gaining familiarity with the online tool is important. PEO filings in PEO WebFile include all of the following:

- PEO registration
- Filing coverage information for the PEO and for clients
- Client registration and termination
- Annual Report filing

WebFile SECURITY

The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

USERNAME

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

PASSWORDS

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

Password Criteria

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

TIMEOUT FEATURE

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to extend the session in WebFile to continue their session.

IMPORTANT



Entering data is still viewed by the system as being idle—users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

WebFile ROLE OVERVIEW

A PEO WebFile User refers to an individual that is authorized to act on behalf of a PEO and applies for and is granted User access through the Commission. The Commission sends out routine and individualized PEO notices, including compliance notices, to WebFile Users via email, therefore a current and accurate listing of a PEO's WebFile Users and their contact information is required at all times.

The PEO is responsible for:

- ✓ Maintaining at least one active PEO WebFile User for the PEO at all times
- ✓ Ensuring that all PEO WebFile Users listed for the PEO with the Commission are current and active and the e-mail addresses accurate
- ✓ Notifying the Commission of any change, discontinuance or addition in PEO WebFile Users, so that the Commission can take appropriate action to deactivate a User, modify a name, e-mail or take other action that may be required

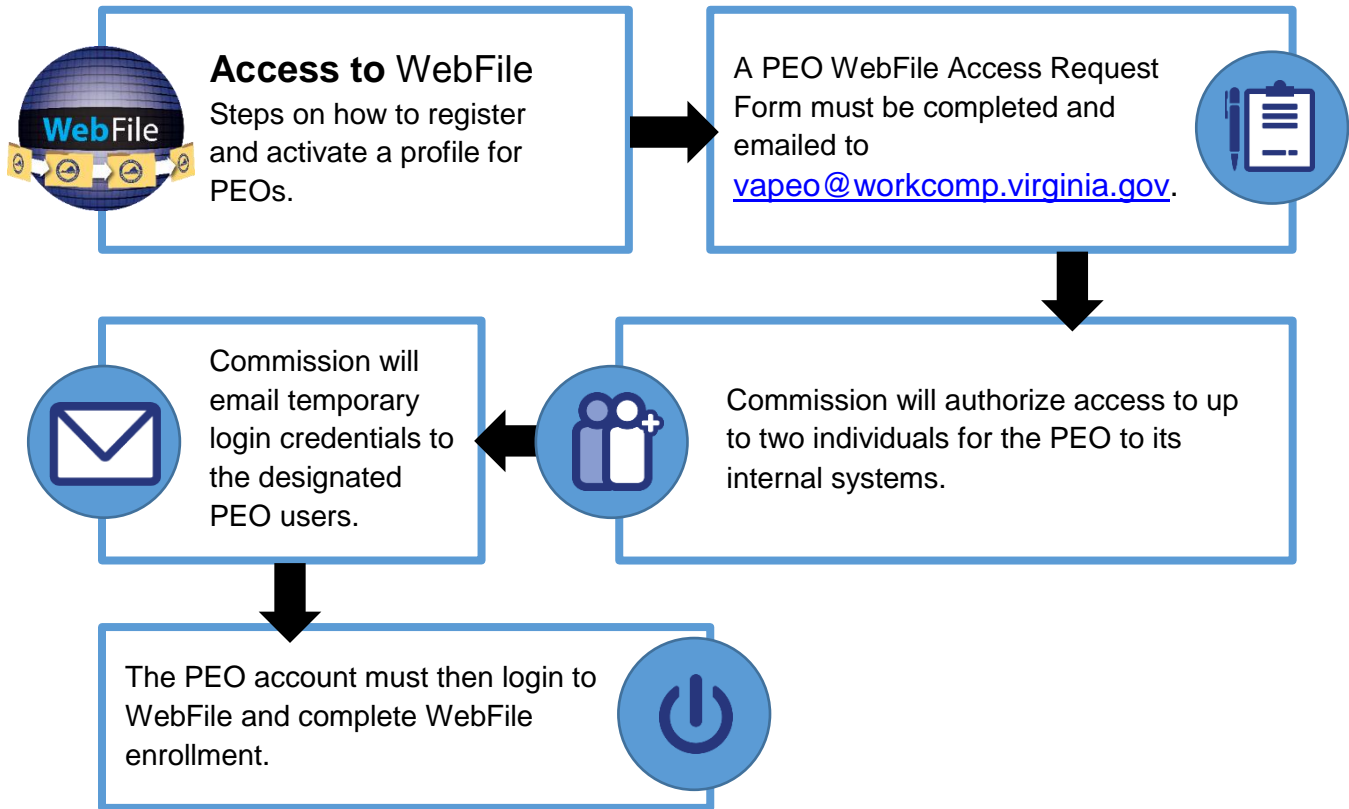
IMPORTANT



For Clients, PEOs are asked to know their Clients, the nature of their business and whether they hire subcontractors to assist in the work of the Client's business. If so the PEO should be requesting the Client obtain separate coverage for their Statutory Employer liability.

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.



IMPORTANT



If you have not received your login and temporary password, submit an email to vapeo@workcomp.virginia.gov.

REQUEST ACCESS

The first step to using PEO WebFile is obtaining access. The [PEO WebFile Access Request Form](#) must be completed to ensure that all attorneys from a firm who may need WebFile access are added to and maintained in the Commission's database.

A PEO may request WebFile access for up to two users. Please note, when requesting user access that all users that obtain access will receive all notices generated by the Commission for that PEO.

PEO ACCESS FORM

This form is located on the Virginia Workers' Compensation Commission website:

<http://www.workcomp.virginia.gov/sites/default/files/forms/PEO-Access-Form.docx>

- ✓ Make sure that the form is filled out **entirely**.
- ✓ Information that is omitted will stall the registration process.
- ✓ A FEIN (Federal Employer Identification Number) is mandatory.

Submit the form to the below email address:

vapeo@workcomp.virginia.gov



CHECK EMAIL

When a PEO requests WebFile access, an e-mail is sent from the Commission notifying them that they have access to WebFile and will be provided a temporary password.

WebFile LOGIN AND WEBFILE ENROLLMENT

This section covers the online registration within WebFile as the PEO.



IMPORTANT

You should have received your logon and temporary password via email. If you have not, then submit an email to vapeo@workcomp.virginia.gov.

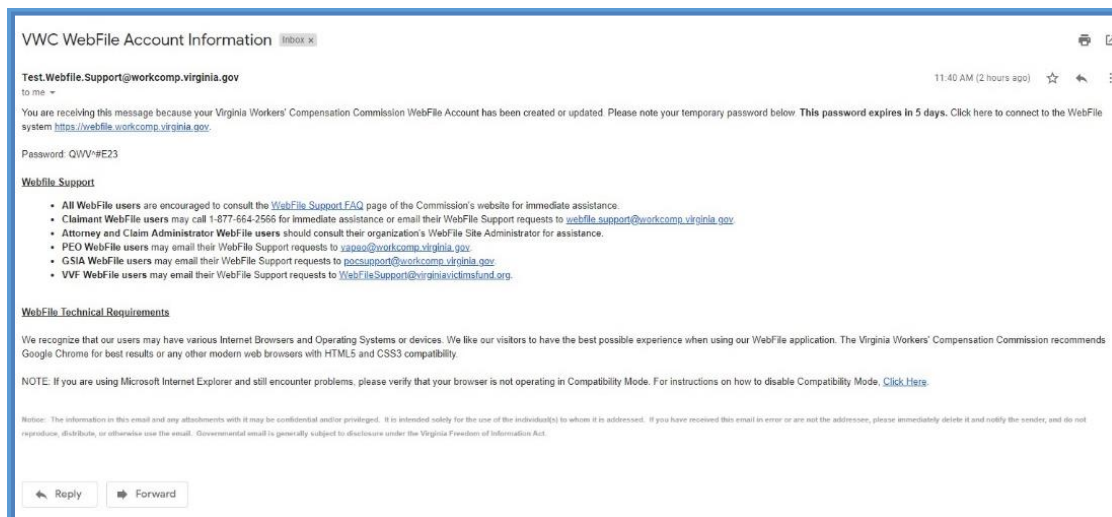


STEPS TO COMPLETE

1. Go to the WebFile website at:
<http://webfile.workcomp.virginia.gov/>
2. Enter your login username and password.

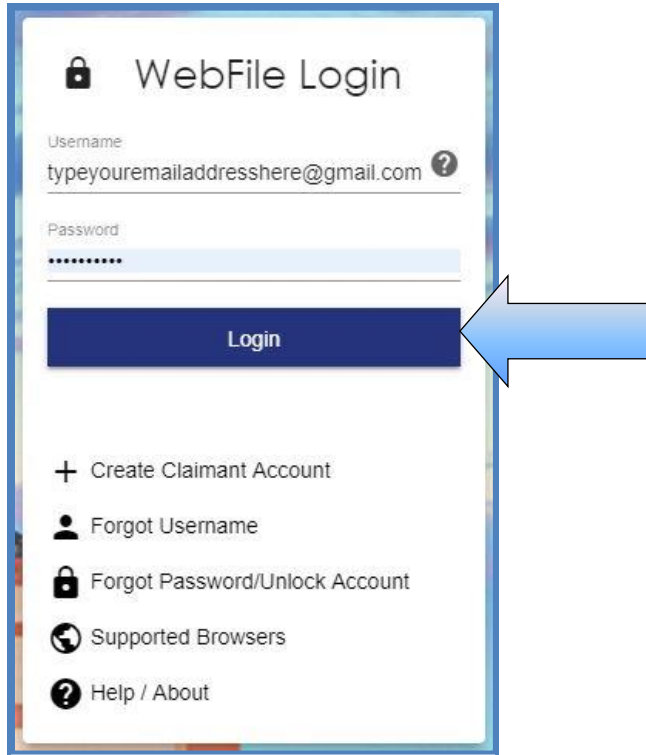
The screenshot shows the WebFile Login page. At the top, there is a lock icon and the text "WebFile Login". Below this are two input fields: "Username" and "Password", each with a red underline and a question mark icon to its right. A grey "Login" button is positioned below the password field. At the bottom of the page, there is a list of links with icons: a plus sign for "Create Claimant Account", a person icon for "Forgot Username", a lock icon for "Forgot Password/Unlock Account", a globe icon for "Supported Browsers", and a question mark icon for "Help / About".

3. The first time you log in you will need to complete the WebFile enrollment page.
4. Set up a new password. Make sure to create a password using the criteria set forth above.
5. Select three security questions that you will remember.
6. Enter your information.
7. Check the box to accept the Terms and Conditions.
8. Click the “Save” to save your WebFile account information.
9. A confirmation message will appear.
10. An email will be sent to the address indicated which contains a temporary password. **This password will expire in 5 days.** Check your inbox. The email could also be in a spam or junk folder.



11. Once you have gotten the temporary password email, go to the WebFile website.
12. Since this is the first time logging into WebFile, enter the registered email address (as your username) and the temporary password.

13. Click the “Login” button.



The image shows a web browser window titled "WebFile Login". It contains a login form with the following elements:

- A lock icon and the title "WebFile Login".
- A "Username" field with the placeholder text "typeyouremailaddresshere@gmail.com" and a question mark icon.
- A "Password" field with masked characters "*****".
- A blue "Login" button.
- A list of links below the login fields:
 - + Create Claimant Account
 - Forgot Username
 - Forgot Password/Unlock Account
 - Supported Browsers
 - Help / About

A large blue arrow points from the right side of the screen towards the "Login" button.

14. Create a new password.
15. The current password on this screen is the temporary password that was just sent. Create a new password based on the following criteria:
- ✓ Must be at least 8 characters in length.
 - ✓ Must have at least one number.
 - ✓ Must have at least one letter.
 - ✓ Must contain one special character (i.e., @, #).
16. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password.
17. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.
18. After reviewing, check the box to accept the Terms and Conditions.
19. Click “Save” to complete your registration.
20. Confirmation message verifying your successful registration is displayed.
21. Click the “OK” button.
22. Log back in to WebFile with the new username and password.

CHANGE PASSWORD

This section covers changing a password after a profile has been created.

BEFORE YOU GET STARTED

Remember the WebFile Password Criteria:

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

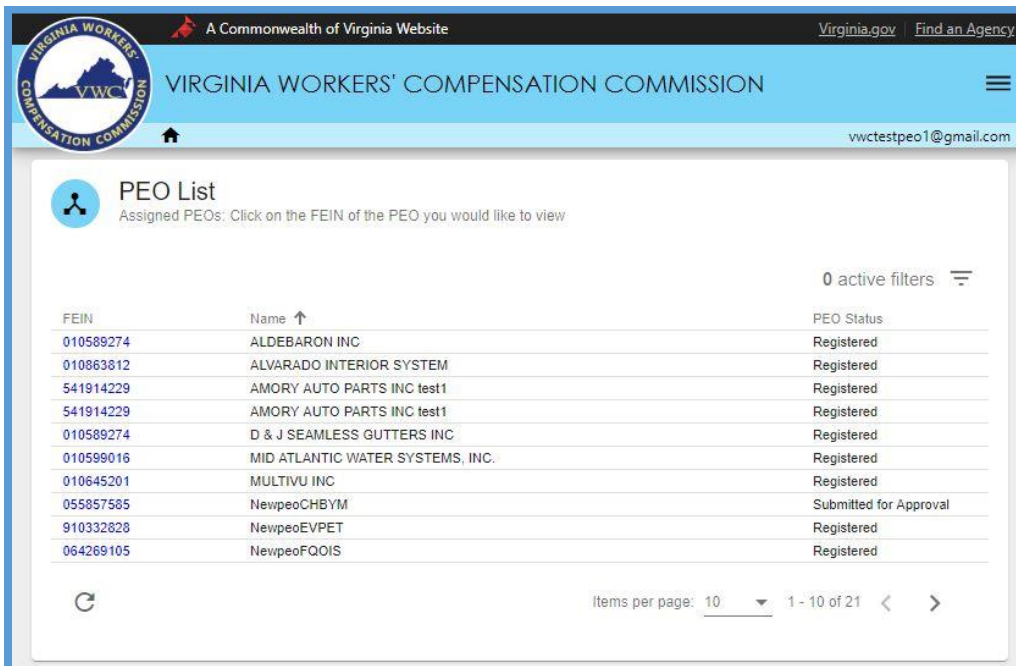
STEPS TO COMPLETE

1. Go to the WebFile website at:

<https://webfile.workcomp.virginia.gov>

2. Enter username and password.
3. Click the “Login” button.

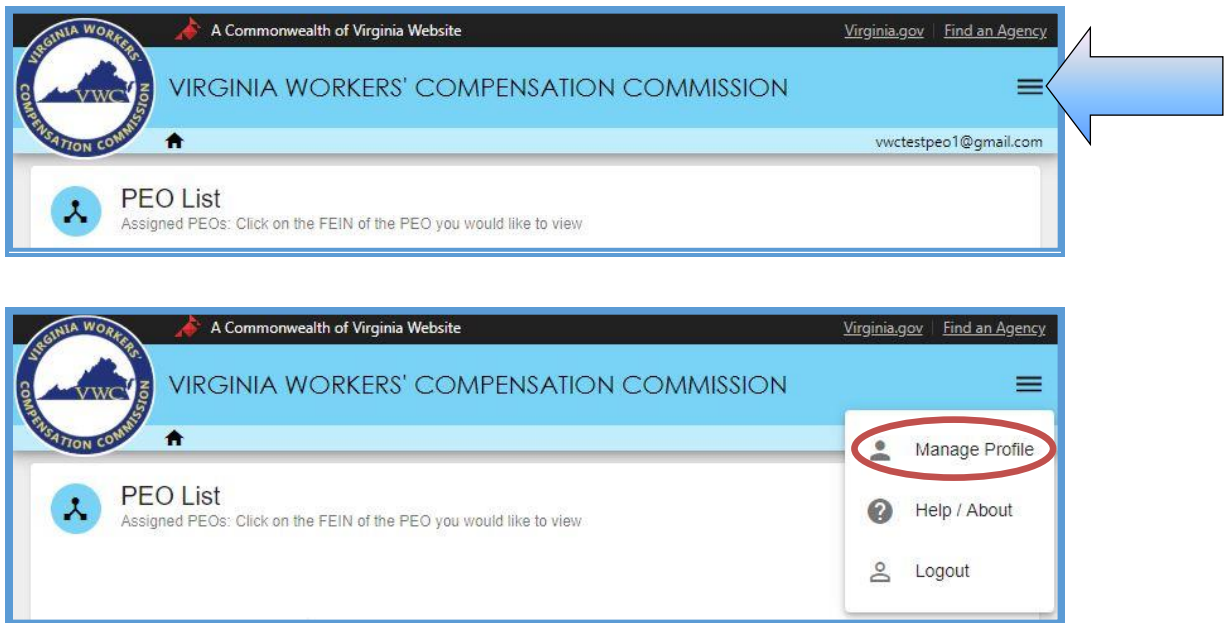
WebFile Home Interface



The screenshot displays the WebFile Home Interface for the Virginia Workers' Compensation Commission. The header includes the VWC logo, the text 'A Commonwealth of Virginia Website', and links to 'Virginia.gov' and 'Find an Agency'. The main content area is titled 'PEO List' and includes a sub-header 'Assigned PEOs: Click on the FEIN of the PEO you would like to view'. Below this is a table with 10 rows of data. The table has three columns: FEIN, Name, and PEO Status. The first 9 rows show 'Registered' status, while the last row shows 'Submitted for Approval'. The page also features a search bar, a home icon, and a user profile icon.

FEIN	Name	PEO Status
010589274	ALDEBARON INC	Registered
010863812	ALVARADO INTERIOR SYSTEM	Registered
541914229	AMORY AUTO PARTS INC test1	Registered
541914229	AMORY AUTO PARTS INC test1	Registered
010589274	D & J SEAMLESS GUTTERS INC	Registered
010599016	MID ATLANTIC WATER SYSTEMS, INC.	Registered
010645201	MULTIVU INC	Registered
055857585	NewpeoCHBYM	Submitted for Approval
910332828	NewpeoEVPET	Registered
064269105	NewpeoFQOIS	Registered

4. Click the menu (≡) dropdown in the top right and select “Manage Profile.”



Manage Profile Interface

The 'Manage Profile' interface is divided into two main sections: 'Change Password' and 'User Profile'.

Change Password:

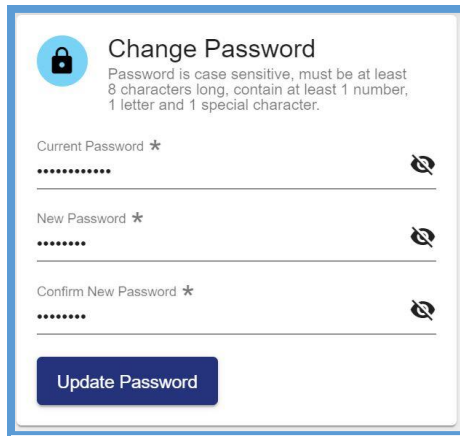
- Current Password *
- New Password *
- Confirm New Password *
- Update Password

User Profile:

- First Name *: WCC
- Middle Name
- Last Name *: testt
- Address
- Contact Type *: [dropdown]
- Phone number
- Primary address *: 1000 DMV Drive
- City *: Richmond
- State *: Virginia
- Zip *: 23220
- Country *: United States
- ☐ I accept the following Terms and Conditions
- Submit

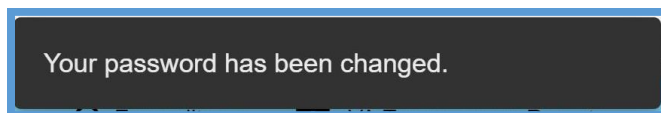
5. Go to the “Change Password” section.
6. Enter the current profile password.

7. Enter and confirm the new password.
8. Click the “Update Password” button.



The screenshot shows a web form titled "Change Password" with a lock icon. Below the title is a password requirement note: "Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character." The form contains three input fields: "Current Password *", "New Password *", and "Confirm New Password *". Each field has a password strength indicator (a series of dots) and a toggle icon to the right. At the bottom of the form is a blue button labeled "Update Password".

9. A confirmation message will appear.



If you have any questions, contact the Commission at **1-877-664-2566** or vapeo@workcomp.virginia.gov.

PASSWORD RESET

This section covers how to reset a password.

BEFORE YOU GET STARTED

Remember the WebFile Password Criteria:

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

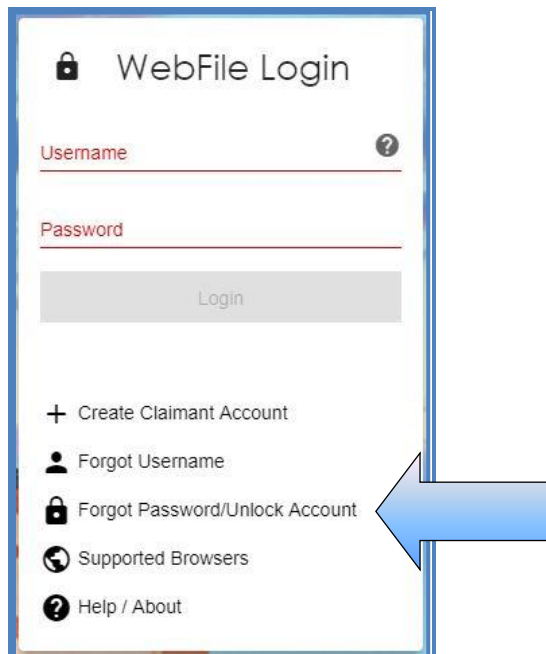
RESET A FORGOTTEN PASSWORD



STEPS TO COMPLETE

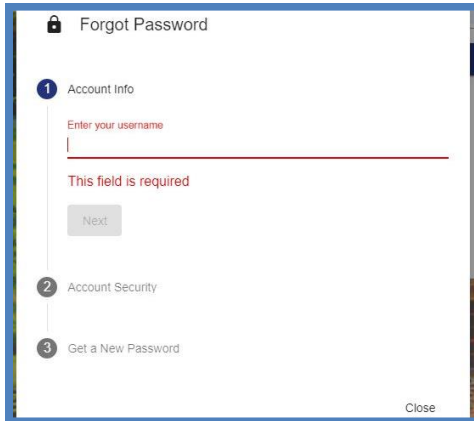
On the log in screen, you have the option to request a new password.

1. Click on the “Forgot Password/Unlock Account” link.



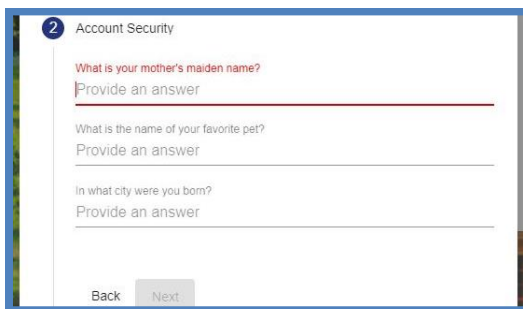
The screenshot shows the 'WebFile Login' interface. At the top, there's a lock icon and the title 'WebFile Login'. Below this are two input fields: 'Username' and 'Password', each with a red underline and a question mark icon to its right. A grey 'Login' button is positioned below the password field. At the bottom, there's a list of links with icons: '+ Create Claimant Account', 'Forgot Username' (with a person icon), 'Forgot Password/Unlock Account' (with a lock icon), 'Supported Browsers' (with a globe icon), and 'Help / About' (with a question mark icon). A large blue arrow points from the right towards the 'Forgot Password/Unlock Account' link.

2. Enter your username and click the “Next” button.



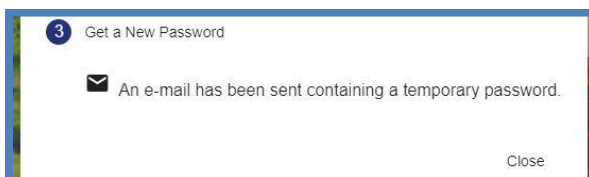
The screenshot shows a 'Forgot Password' window with a lock icon in the top left. A progress bar on the left indicates three steps: 1. Account Info (active), 2. Account Security, and 3. Get a New Password. Under 'Account Info', there is a text input field with the placeholder 'Enter your username'. Below the field is a red error message: 'This field is required'. A 'Next' button is positioned below the error message. A 'Close' button is located in the bottom right corner of the dialog.

3. Answer the three security questions from initial registration and click the “Next” button. Answers are case sensitive. If you cannot remember your answers, contact vapeo@workcomp.virginia.gov.



The screenshot shows the 'Account Security' step of the 'Forgot Password' process. The progress bar on the left shows step 2 is active. There are three text input fields for security questions: 'What is your mother's maiden name?', 'What is the name of your favorite pet?', and 'In what city were you born?'. Each field has a placeholder 'Provide an answer'. At the bottom, there are 'Back' and 'Next' buttons.

4. A confirmation message will appear and an email will be sent.



The screenshot shows the 'Get a New Password' step. The progress bar on the left shows step 3 is active. A message with an envelope icon states: 'An e-mail has been sent containing a temporary password.' A 'Close' button is in the bottom right corner.

5. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
6. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions.

If you cannot remember the answers to your security questions, contact the Commission at **1-877-664-2566** or vapeo@workcomp.virginia.gov.

ACCESSING A PEO

This section covers how to complete a PEO Registration in WebFile. PEO Registration should be completely timely, within 30 days of initial access. All requested information must be provided and coverage compliance must be met in accordance with Virginia Code 65.2-804 in order to complete registration and allow submission of the registration application to the Commission for review and potential approval.



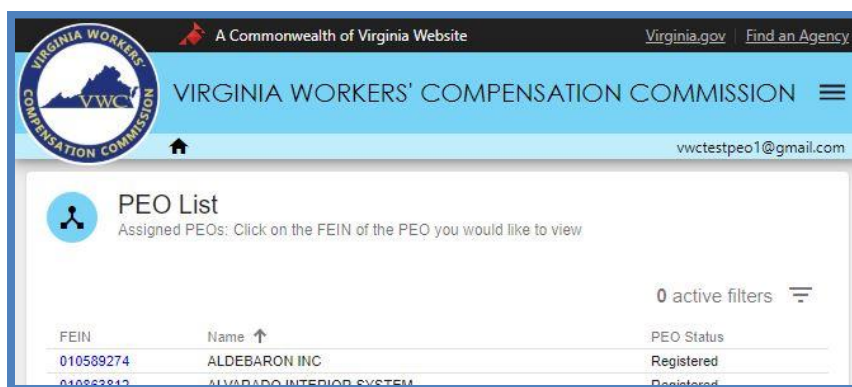
BEFORE YOU GET STARTED

A PEO must be enrolled in PEO WebFile with the Commission.



STEPS TO COMPLETE

1. Go to the WebFile website at:
<https://webfile.workcomp.virginia.gov>
2. Enter username and password.
3. Click the “Login” button.
4. Select the PEO to register by clicking the Federal Employer Identifier Number (FEIN) link (PEOs who have registered multiple PEO FEINs with the Commission will see multiple rows).



5. User is required to read and accept the Regulations.
6. Click the “Ok” button.



Primary Attorney Conflict

Please accept the [Regulations](#) by checking the box below.

☐ I have verified and accept the Regulations.

Ok Cancel

REGISTRATION APPLICATION COMPLETION

Note: In order to complete registration it is necessary to enter and “Save” all required information in the PEO Summary section, then proceed to complete the “Contacts” and “Coverage” sections. Not until ALL required information is entered and validated will you see a “Submit” button. You must save all information then select the “Submit” button in order to submit the registration for approval.

1. PEO Name (required field)
2. PEO Legal Status (required field)
3. Approximate number of direct PEO employees in Virginia (required field)



Edit PEO

Name *
MID ATLANTIC WATER SYSTEMS, INC.

PEO Status:
Registered

PEO Status Date:
05/20/2015

Registration Date:

PEO Company Information

Legal Status *
Individual

Approximate number of direct PEO employees in Virginia *
50

Approximate number of client co-employees in Virginia *
50

4. Approximate number of client co-employees in Virginia (required field)

Note: PEO is required to register coverage information when the sum total of its direct employees and co-employees is greater than two.

5. Parent Company – If the PEO has a Parent company, additional parent company information and submission of the parental guarantee is required

The Commission may require any business entity having a controlling ownership interest in or sharing common ownership with a PEO providing professional employer services in the Commonwealth to guarantee, in a form prescribed by the Commission, performance of all obligations pursuant to this title, including the payment of workers' compensation benefits.

A PEO with a parent company is required to complete all of the following:

- Parent Company Name
- Parent Company Federal Employer Identification Number (FEIN)
- Parent Company Street Address Line 1
- Parent Company City
- Parent Company State
- Parent Company Postal Code
- Country International Addresses

6. Bureau of Insurance data:

- 1) Registered with BOI as a Multiple Employer Welfare Arrangement (MEWA)?
(If the answer is yes, then enter assigned number in required field)
- 2) Currently provides health benefits or health care services? (required field)
- 3) Plans to offer health benefits or health care services? (required field)

Questions about this data should be directed to the Bureau of Insurance.

The Primary Number for Bureau of Insurance Consumer Inquires is 804-371-9741

ENTERING PEO PRIMARY CONTACT INFORMATION

1. Mailing Address for the PEO Requirements:

- Name of Primary WebFile User
- Street Address
- City
- State
- Postal Code
- Country
- Email of Primary WebFile User
- Phone of Primary WebFile User

Note: If the mailing address is the same as the physical address, you may select the “Copy Address & Contacts to Mailing Address” toggle.

The screenshot shows a web form titled "Edit JANE SMITH". It contains several input fields for contact information. The "Copy Address & Contacts to Mailing Address" checkbox is circled in red. Below the form are "Update Contact" and "Back" buttons.

Field	Value
Name *	JANE SMITH
Street Address 1 *	1000 DMV DR
Street Address 2	
City *	RICHMOND
State *	Virginia
Postal Code *	23220-2036
Country *	United States
Email	notarealemail@somewhere.com
Phone *	8045551212
Copy Address & Contacts to Mailing Address	<input type="checkbox"/>

2. Physical Address for the PEO

- Name of Primary WebFile User
- Street Address
- City
- State
- Postal Code
- Country
- Email of Primary WebFile User
- Phone of Primary WebFile User

Note: If the physical address is the same as the mailing address, you may Copy Address & Contacts to Mailing Address.

3. Designate Representative Information

A PEO is designate a representative with a Virginia address in accordance with Virginia regulations. The designated representative (DR) shall be authorized to receive service of process and communications from the Commission. If the PEO already has a Registered Agent, the PEO may enter their Registered Agent information in the Designated Representative section. For the Designated Representative, provide the following information:

- Name
- Street Address
- City
- State
- Postal Code
- Country
- Email of Designated Representative
- Phone of Designated Representative

4. Annual Assessment Point-of-Contact

This contact field is completed under the Annual Report section but displays under the Contacts section.

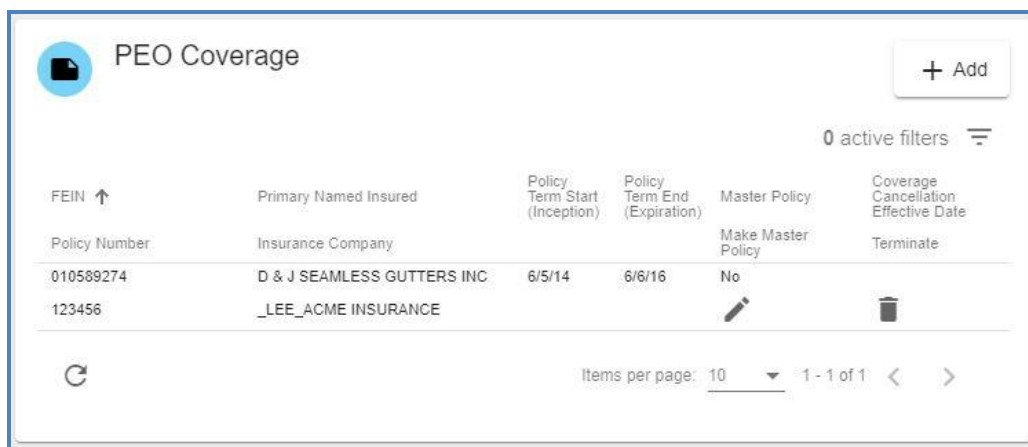
- Name
- Street Address
- City
- State
- Postal Code
- Country
- Email of Annual Assessment Contact
- Phone of Annual Assessment Contact

VALID COVERAGE

The insurance coverage must be active and filed with National Council on Compensation Insurance (NCCI) by the insurance carrier in order to verify WebFile.

INSURANCE COVERAGE

Go to the PEO Coverage section and enter the proper Virginia voluntary market workers' compensation insurance policy information.



The screenshot shows the 'PEO Coverage' section of a web application. It features a table with columns for FEIN, Primary Named Insured, Policy Term Start (Inception), Policy Term End (Expiration), Master Policy, and Coverage Cancellation Effective Date. There are two rows of data. The first row shows a policy for 'D & J SEAMLESS GUTTERS INC' with a term from 6/5/14 to 6/6/16, which is not a master policy. The second row shows a policy for '_LEE_ACME INSURANCE' with a term from 6/5/14 to 6/6/16, which is a master policy. The interface includes a '+ Add' button, '0 active filters', and pagination controls at the bottom.

FEIN ↑	Primary Named Insured	Policy Term Start (Inception)	Policy Term End (Expiration)	Master Policy	Coverage Cancellation Effective Date
010589274	D & J SEAMLESS GUTTERS INC	6/5/14	6/6/16	No	
123456	_LEE_ACME INSURANCE	6/5/14	6/6/16	Yes	

Note: If a PEO user enters insurance coverage information but it does not verify, it may not be proper Virginia coverage, or it may not be proper PEO coverage, or the policy may not contain all of the required and accurate information. Review the scenarios below for additional coverage information.

- Virginia requires Virginia coverage with a Virginia licensed insurance carrier for work performed in Virginia. For a PEO with a policy based out of state, adding Virginia coverage can often be accomplished through the addition of a Virginia Amendatory Endorsement to the policy which adds Virginia to item 3A of the policy which adds Virginia to item 3A of the policy which is for known exposure. The endorsement can be added as long as the carrier is licensed in Virginia. If a PEO is based out of state and their policy is with a carrier that is not licensed in Virginia, then in order to obtain proper Virginia coverage a separate policy with a Virginia licensed carrier is required.
- The proper PEO coverage must be obtained and filed by the carrier with the NCCI. A PEO may secure and provide all required voluntary market workers' compensation insurance for its co-employees under a master policy in the name of the PEO. The PEO must be listed on the policy and the PEO's Federal Employer Identification Number (FEIN) must be listed on the policy and must match with the PEO's legal name and PEO FEIN provided in WebFile.

- The proper endorsement must be on the policy. WC 45-03-01 provides coverage for co-employees of specified clients and must also provide coverage for any non-leased employees of the PEO.
- The PEO must be listed as an insured on the policy and the PEO's Federal Employer Identification Number (FEIN) registered in WebFile must be listed as their FEIN on the insurance policy.

VALIDATION

All fields will be validated. If a field cannot be validated it is likely incomplete or missing information. Check the information where you are prompted.

Once all registration information is completed, saved and validated the "Submit" button displays. The registration application must be submitted for the Commission to receive it. Registration is not approved until it is reviewed by the Commission and information verified. Once approved, PEO status changes to "Approved." A PEO is not allowed to provide PEO services to a client company until it is registered with the Commission.

SAVE INFORMATION

You will be allowed to save information entered and complete the application at a later date. It is important to remember to click "Save" to ensure that all information entered is not lost. Please note that saving information does not mean the registration is submitted for approval.

You will only see the Submit button once all registration information is completed, validated and saved.

SUBMIT APPLICATION

When all required fields are completed and pass validation, the option to submit the registration application will be provided. Until then, if you save information you have entered, the application information will be saved for 60 days from the initial save date.

Click the "Submit" button.

REMINDERS AND APPLICATION DELETION

PEO users will be sent reminders at day 15 of application and day 25 of application if the application has not been submitted, asking them to complete the PEO registration application. An application that is not submitted within 60 days of the initial save date will be deleted at 61 days.

APPLICATION REVIEW AND APPROVAL

Once the application is submitted, someone from the Commission will review it. Once it is approved, the PEO status will change from “Submitted” to “Registered.” The PEO will also be sent a Registration Certificate. Once the PEO is registered, a PEO user will be permitted access to enter client information.

MANAGE PEO DETAILS

This section covers information on managing PEO details in WebFile.



BEFORE YOU GET STARTED

A PEO must be enrolled in PEO WebFile and properly registered with the Commission.



STEPS TO COMPLETE

1. Go to the WebFile website at.
2. Enter username and password.
3. Click the “Login” button.
4. Navigate to the appropriate PEO.
5. The PEO Summary is displayed.
6. Click the “Edit” button to make the desired changes to PEO details.

VIRGINIA WORKERS' COMPENSATION COMMISSION

PEO Summary

D & J SEAMLESS GUTTERS INC
010589274

PEO Status: Registered
PEO Status Date: 05/20/2015
Registration Date:

PEO Company Information

Approximate number of direct PEO employees in Virginia: 10
Approximate number of client co-employees in Virginia: 5
Legal Status:

PEO Parent Company Overview

Parental guarantee required [form to download](#)

Name: ALDEBARON INC
FEIN: 010589274
Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States

PEO Bureau of Insurance Data

☐ Registered with the State Corporation Commission Bureau of Insurance as a Multiple Employer Welfare Arrangement (MEWA).
☒ Currently provides health benefits or health care services.
☒ Plans to offer health benefits or health care services in the future

Clients

Active Terminated Incomplete

0 active filters

FEIN	Name	Client Status	Employee Count
054054054	Alex Test	Compliant	1
006403613	FINN	Compliant	1
744123559	TEST	Compliant	1

Items per page: 10 1 - 3 of 3

PEO Coverage

0 active filters

FEIN	Primary Named Insured	Policy Number	Insurance Company	Policy Term Start (Inception)	Policy Term End (Expiration)	Master Policy	Make Master Policy	Coverage Cancellation Effective Date	Terminate
010589274	D & J SEAMLESS GUTTERS INC	123456	_LEE_ACME INSURANCE	05/14	05/15	No			
010589274	D & J SEAMLESS GUTTERS INC	123456	_LEE_ACME INSURANCE	05/14	05/15	No			
010589274	D & J SEAMLESS GUTTERS INC	123456	_LEE_ACME INSURANCE	10/1/18	10/1/19	No			
ABC1234	AMERICAN AUTOMOBILE INSURANCE CO								

Items per page: 10 1 - 3 of 3

Mailing

TEST

Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States
Email: test@gmail.com

Physical

TEST

Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States
Email: test@gmail.com


Designated Rep

TEST

Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States
Email: test@gmail.com

Edit

7. Click the “Save” button.

 Edit PEO

Name *

D & J SEAMLESS GUTTERS INC

PEO Status:

Registered

PEO Status Date:

05/20/2015

Registration Date:

PEO Company Information

Legal Status *

Individual

Approximate number of direct PEO employees in Virginia *

10

Approximate number of client co-employees in Virginia *

5

PEO Parent Company Overview

PEO operates under a parent company:

☒ Yes ☐ No

Parental guarantee required [form to download](#)

Name *

ALDEBARON INC

FEIN *

010589274

Federal Employer Identification Number - Digits only - no dashes or special characters.

☐ Override Address Validation

Street Address 1 *

1000 DMV DR

Street Address 2

City *

RICHMOND

State *

Virginia

Country *

United States

Postal Code *

23220-2036

PEO Bureau of Insurance Data

Registered with the State Corporation Commission Bureau of Insurance as a Multiple Employer Welfare Arrangement (MEWA):

☐ Yes ☒ No

Currently provides health benefits or health care services:

☒ Yes ☐ No

Plans to offer health benefits or health care services in the future::

☒ Yes ☐ No

Back

Save

VWC - WebFile Guide for PEOs | www.workcomp.virginia.gov/webfile | 1-877-664-2566

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ADDING A PARENT COMPANY

1. Navigate to the appropriate PEO.
2. The PEO Summary is displayed.
3. Click the “Edit” button to make the desired changes to PEO details.
4. Make the appropriate updates and click the “Save” button.

The screenshot shows a web form titled "PEO Parent Company Overview". It contains several sections: a radio button selection for "PEO operates under a parent company:" with "Yes" selected; a link for "Parental guarantee required form to download"; a text field for "Name" containing "ALDEBARON INC"; a text field for "FEIN" containing "010589274" with a note "Federal Employer Identification Number - Digits only - no dashes or special characters."; an "Override Address Validation" checkbox; a "Street Address 1" field containing "1000 DMV DR"; a "Street Address 2" field; a "City" field containing "RICHMOND"; a "State" dropdown menu showing "Virginia"; a "Country" dropdown menu showing "United States"; a "Postal Code" field containing "23220-2036"; a "PEO Bureau of Insurance Data" section with three radio button questions: "Registered with the State Corporation Commission Bureau of Insurance as a Multiple Employer Welfare Arrangement (MEWA):" (No selected), "Currently provides health benefits or health care services:" (Yes selected), and "Plans to offer health benefits or health care services in the future:" (Yes selected). At the bottom are "Back" and "Save" buttons.



IMPORTANT

Please note that the Parental Guarantee form must be downloaded, completed, and submitted to the Commission if this PEO operates under a parent company.

MANAGE CONTACTS

The section covers the functionality for managing PEO contact details in WebFile.



STEPS TO COMPLETE

1. Go to the WebFile website.
2. Click the “Login” button.
3. Navigate to the appropriate PEO.
4. Scroll to the bottom to view PEO Contacts.
5. Click the “Edit” button to make the desired changes to PEO Contact details.

The screenshot shows two side-by-side contact cards. The left card is titled 'Mailing TEST' and the right card is titled 'Physical TEST'. Both cards display the following information: Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States; Email: test@gmail.com; Phone: 8045555555. Each card has an 'Edit' button at the bottom right.

6. Click the “Update Contact” button to save changes.

The screenshot shows the 'Edit TEST' form. The form contains the following fields: Name (TEST), Street Address 1 (1000 DMV DR), Street Address 2, City (RICHMOND), State (Virginia), Postal Code (23220-2036), Country (United States), Email (test@gmail.com), and Phone (8045555555). There is a checkbox labeled 'Copy Address & Contacts to Physical Address' which is currently unchecked. At the bottom of the form, there are two buttons: 'Update Contact' (highlighted in blue) and 'Back'.

MANAGE COVERAGE INFORMATION

The section covers the functionality for managing PEO workers' compensation coverage in WebFile. It is essential that PEOs understand Virginia workers' compensation coverage requirements in order to properly manage coverage for the PEO and for their clients.

Virginia law requires that an employer who regularly employs more than two part-time or full-time employees carry workers' compensation. A business that subcontracts work that is part of his trade, business or occupation, or fulfills a contract of his business shall be liable to any subcontractor's employee for workers' compensation in the same manner as any worker immediately employed by him and must count subcontractor's employees when counting employees to determine if coverage is required.

Virginia requires Virginia coverage for work performed in Virginia. A PEO with a policy based outside of Virginia will need to ensure that they obtain the proper Virginia 3A endorsement on the policy which covers known exposure in Virginia.

An employer that fails to insure when required by law is subject to a civil penalty of up to \$250 per day uninsured, subject to a maximum penalty of \$50,000.00 plus costs, pursuant to Virginia Code 65.2-805.

- A PEO is considered an employer of its co-employees, thus it must count both its own Virginia employees and its Virginia employees and its Virginia co-employees performing work in Virginia when counting employees. If it totals more than "two" then Virginia workers' compensation coverage is required.
- For clients, PEOs are asked to know their clients, the nature of their business and whether they hire subcontractors to assist in the work of the client's business. If so, the PEO should be requesting the client obtain separate coverage for their Statutory Employer liability.

MANAGING PEO COVERAGE

1. Navigate to the appropriate PEO.
2. Navigate to the PEO Coverage section.

The screenshot shows the VWC web application interface. The left sidebar contains information for 'D & J SEAMLESS GUTTERS INC' (FEIN: 010589274), including PEO Status (Registered), PEO Status Date (05/20/2015), Registration Date, PEO Company Information (Approximate number of direct PEO employees in Virginia: 10, Approximate number of client co-employees in Virginia: 5, Legal Status), PEO Parent Company Overview (Name: ALDEBARON INC, FEIN: 010589274, Address: 1000 DMV DR, RICHMOND, Virginia 23220-2036, United States), and PEO Bureau of Insurance Data (Registered with the State Corporation). The main content area shows the 'Clients' section with a table of active clients (Alex Test, FINN, TEST) and the 'PEO Coverage' section with a table of policies. A blue arrow points to the 'PEO Coverage' tab.

FEIN	Name	Client Status	Employee Count
654554554	Alex Test	Compliant	1
696463513	FINN	Compliant	1
744125589	TEST	Compliant	1

FEIN	Primary Named Insured	Policy Term Start (Inception)	Policy Term End (Expiration)	Master Policy	Coverage Cancellation Effective Date
010589274	D & J SEAMLESS GUTTERS INC	6/5/14	6/6/16	No	
123456	_LEE_ACM INSURANCE				
010589274	D & J SEAMLESS GUTTERS INC	6/5/14	6/6/16	No	
123456	_LEE_ACM INSURANCE				
010589274	D & J SEAMLESS GUTTERS INC	10/1/18	10/1/19	No	
ABC1234	AMERICAN AUTOMOBILE INSURANCE CO				

3. Click the “Add” button to add coverage to a PEO.
4. Enter the required policy data. It is helpful to have a copy of the binder, information page or Declaration Page of the policy available in order to have the required policy information to enter. A Certificate of Insurance does not provide sufficient information to complete this section. It is important to use care in entering policy information as incorrect data will not validate.


Note: Some insurance carriers have similar names, be sure to enter the precise name of the carrier.



IMPORTANT

The insurance company field uses a real-time search function which returns results after you have typed at least 3 characters. NCCI Code searches must match exactly to return positive results – this code may be found on the Declaration/Information page received from the Carrier.

5. If you select the coverage as “A master policy covering clients currently working in Virginia” the dropdown box to the right of the screen will appear. If you wish to associate this Master Policy to multiple clients, select “Yes” and a dropdown of active clients will appear. This tool is useful at renewal as you can update clients covered by the master policy at one time.

 PEO Coverage


☒ A master policy covering clients currently working in Virginia

Do you wish to associate this Master Policy to multiple clients

Yes

0 active filters

	FEIN	Name
<input checked="" type="checkbox"/>	654654654	Alex Test
<input type="checkbox"/>	896463513	FINN
<input type="checkbox"/>	744125589	TEST

 Items per page: 10 1 - 3 of 3

MANAGING CLIENT COVERAGE



QUICK TIPS

Managing Coverage functionality for the client is similar to what it is for the PEO. Please refer to [MANAGING PEO COVERAGE](#).

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.

The screenshot shows the VWC website interface. On the left, the PEO 'D & J SEAMLESS INC' is listed with its FEIN 010589274. The 'PEO Status' is 'Registered' and the 'PEO Status Date' is '05/20/2015'. The 'Registration Date' is also shown. Below this, 'PEO Company Information' indicates 'Approximate number of direct PEO employees in Virginia: 10'. On the right, the 'Clients' section is active, showing a table of clients. A blue arrow points from the 'Clients' tab to the 'Active' sub-tab.

FEIN	Name	Client Status	Employee Count
654654654	Alex Test	Compliant	1
696463513	FRIN	Compliant	1
744125589	TEST	Compliant	1

3. Select a client by clicking on their FEIN.
4. Under the “PEO Coverage” section click the “Add” button.
5. You will be asked if the coverage is on a Master Policy or not. If the answer is yes, a drop down will display showing the Master Policy coverage that has been entered for the PEO.
6. Select the correct policy.

The screenshot shows the 'PEO Coverage' form. The question 'Is this coverage on one of the PEO's Master Policies?' has a dropdown menu set to 'Yes'. Below this, the 'Master Policy' dropdown menu is set to 'Master Policy *'. At the bottom, there are 'Submit' and 'Back' buttons.

PEO Coverage

Is this coverage on one of the PEO's Master Policies?
No

Virginia Coverage

Effective Date *

Coverage Matching Criteria

Find a provider *
Begin typing the provider name or number

Policy Number *

Policy Term Start (Inception) *

Policy Term End (Expiration) *

Submit Back

7. If the coverage is on a Master Policy but no coverage displays it is possible that this coverage has not been entered for the PEO.
8. If the coverage for the client is for an individual policy (client is not on the Master Policy) then select “No” and the coverage screen will display.
9. Once the screen display you must enter the policy information requested in each required field. Use care in entering all policy information. Incorrect information will not validate.

Note: Once you have added coverage, you will have an option to terminate coverage with a PEO or client if necessary. To terminate both a client and coverage, go to the Client Contract section and select “Terminate Client Relationship.”

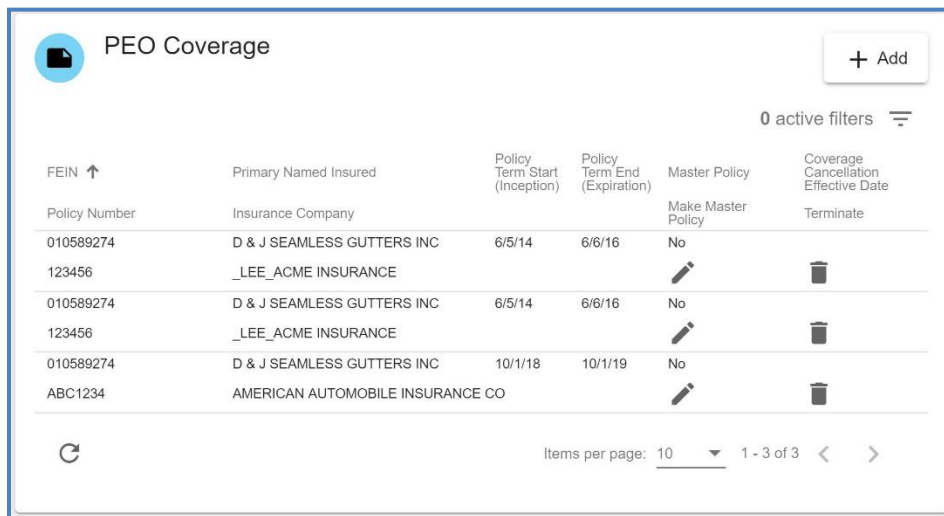
IMPORTANT



The insurance company field uses a real-time search function which returns results after you have typed at least 3 characters. NCCI Code searches must match exactly to return positive results – this code may be found on the Declaration/Information page received from the Carrier.

TERMINATING COVERAGE

1. Navigate to the PEO Coverage section of the PEO or the client. Select the coverage to be terminated by checking the box to the left of the FEIN and selecting Terminate Selected.



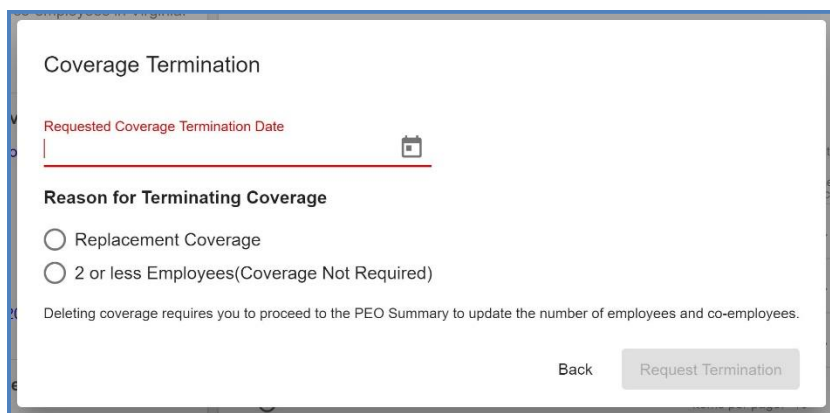
PEO Coverage + Add

0 active filters

FEIN ↑	Primary Named Insured	Policy Term Start (Inception)	Policy Term End (Expiration)	Master Policy	Coverage Cancellation Effective Date
Policy Number	Insurance Company			Make Master Policy	Terminate
010589274	D & J SEAMLESS GUTTERS INC	6/5/14	6/6/16	No	
123456	_LEE_ACME INSURANCE				
010589274	D & J SEAMLESS GUTTERS INC	6/5/14	6/6/16	No	
123456	_LEE_ACME INSURANCE				
010589274	D & J SEAMLESS GUTTERS INC	10/1/18	10/1/19	No	
ABC1234	AMERICAN AUTOMOBILE INSURANCE CO				

Items per page: 10 1 - 3 of 3

2. Enter a termination date and reason for terminating coverage.



Coverage Termination

Requested Coverage Termination Date

Reason for Terminating Coverage

☐ Replacement Coverage

☐ 2 or less Employees(Coverage Not Required)

Deleting coverage requires you to proceed to the PEO Summary to update the number of employees and co-employees.

Back Request Termination

3. While under the Client Contract section, if it indicates three or more direct employees, replacement coverage is required. You may edit the number of employees to obtain the option 2 or less employees (coverage not required) if appropriate.
4. The Commission requires all voluntary coverage to also be registered in WebFile

REGISTERING AND MANAGING CLIENTS

This section covers the functionality available for registering and managing PEO clients in WebFile.

IMPORTANT



Pursuant to statute, a PEO **must** provide the Commission notice of all new clients and notice of all client terminations within 30 days by completing client registration and termination information.

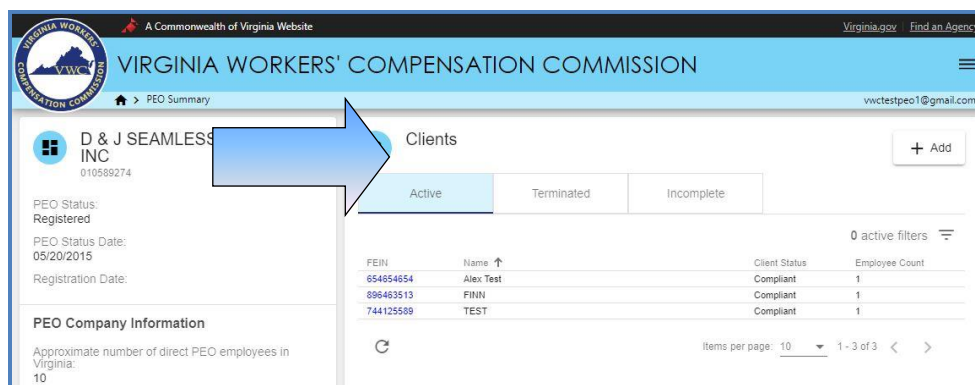
Failure to provide the Commission timely notice of a new Client or a client termination



BEFORE YOU GET STARTED

PEO must have one or more existing clients.

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.



3. You have two options:
 - a. Add a client.
 - b. Edit an existing client by clicking the client FEIN and appropriate section.



QUICK TIPS

Navigating a long client list can be made easier by using the Filter feature. This function displays fields that can be used to narrow view details. Enter FEIN or Name details and click apply.

The screenshot shows the 'Clients' interface. At the top, there's a header with a user icon and the title 'Clients', and an '+ Add' button. Below the header are three tabs: 'Active' (selected), 'Terminated', and 'Incomplete'. A filter bar shows '0 active filters'. Below the filter bar are input fields for 'FEIN' and 'Name'. To the right of these fields are 'Apply' and 'Clear' buttons. Below the input fields is a table with the following data:

FEIN	Name ↑	Client Status	Employee Count
654654654	Alex Test	Compliant	1
121212121	Test	Compliant	2
744125589	TEST	Compliant	1
965893265	Tset2033	Compliant	1

At the bottom of the table, there's a pagination bar showing 'Items per page: 10' and '1 - 4 of 4' with navigation arrows.

ADDING A CLIENT

1. Select the “Add” button.
2. Enter the Name and the FEIN of the client.

Note: When entering a FEIN, enter 9 digits only, no dashes.

The screenshot shows the 'Add Client' form. It has a title bar with a '+' icon and the text 'Add Client'. Below the title bar are three input fields: 'Name *', 'FEIN *', and 'Legal Status *'. The 'Name *' field has a red asterisk and a red underline. The 'FEIN *' field has a red asterisk and a '0 / 9' character count. The 'Legal Status *' field has a red asterisk and a dropdown arrow. At the bottom of the form are 'Cancel' and 'Add' buttons.

3. You will note that if you enter a Federal Employer Identification Number (FEIN) of a client that is already active, you will not be allowed to enter it again. This is to prevent re-entering the same client twice and creating duplicate entries.
4. When entering client's address information it is necessary to enter the client's own address information and not the PEO's address.

5. If there are information fields that you have not completed, a matrix will display listing the required fields with missing information.

The screenshot shows the 'PEO Client Registration' form with the instruction 'Please complete the following steps'. A progress bar on the left lists five steps: 1. Mailing Address (active), 2. Physical Address, 3. Client Contract, 4. Coverage Information (marked with a checkmark), and 5. Submit Registration. The Mailing Address section includes input fields for Name, Street Address 1, Street Address 2, City, State (dropdown), Postal Code, and Country (dropdown). There are also fields for Email and Phone, a checkbox for 'Copy Address & Contacts to Physical Address', and an 'Update Contact' button.

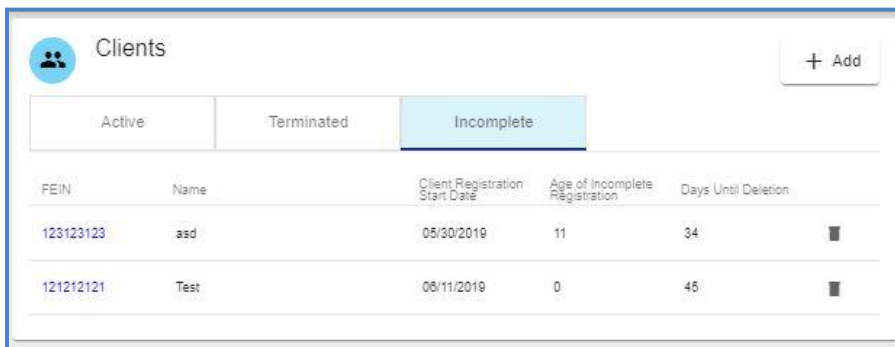
6. Once you have completed entering all client information, it is validated and saved, the “Register” button will display.
7. Click the “Register” button.

This screenshot shows the same PEO Client Registration form, but now the 'Submit Registration' step is active. The progress bar shows steps 1 through 4 completed with checkmarks, and step 5 is the current step. Below the progress bar, the text 'Please complete all steps' is visible above a 'Register' button. A large blue arrow points directly to the 'Register' button.



8. Client Status changes to Submitted for Approval.

INCOMPLETE CLIENT REGISTRATIONS

1. A portlet displays in WebFile titled “Incomplete in Progress Client Registrations.” A PEO will be allowed to enter and save up to 10 (ten) incomplete client registrations for a period of up to 45 days. The portlet will display each client that is not fully registered and the number of days allowed to complete registration.
 - a. A PEO will not be allowed to enter further clients until an incomplete registration is completed and submitted or an existing incomplete client registration is deleted.
 - b. An incomplete client registration that ages to 45 days will be deleted and all data removed.



The screenshot shows a web interface titled "Clients" with a blue header bar. Below the header, there are three tabs: "Active", "Terminated", and "Incomplete". The "Incomplete" tab is selected and highlighted in blue. To the right of the tabs is a "+ Add" button. Below the tabs is a table with the following columns: "FEIN", "Name", "Client Registration Start Date", "Age of Incomplete Registration", "Days Until Deletion", and a delete icon (trash can). The table contains two rows of data.

FEIN	Name	Client Registration Start Date	Age of Incomplete Registration	Days Until Deletion	
123123123	asd	05/30/2019	11	34	
121212121	Test	06/11/2019	0	45	

TERMINATING A CLIENT RELATIONSHIP

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.
3. Select a client by clicking their FEIN.
4. Navigate to the Client Contract section.

5. Click the “Terminate Client Relationship” button.

The screenshot shows a 'Client Contract' form with a blue checkmark icon in the top left. The form contains several fields and checkboxes:

- ☒ Date of Virginia Exposure: 05/01/2019
- ☒ Number of direct employees in Virginia: 1
- ☐ 100% of this client's employees are leased from this PEO.
- ☐ This client company hires sub-contractors.
- ☒ A written contract exists between the PEO and the Client.
- ☒ Contract Date: 05/21/2019
- ☐ Expiration Date: 05/21/2019
- ☒ PEO shall provide information concerning the filing for workers' compensation and unemployment benefits given to each employee.
- ☒ PEO shall provide a written summary of rights and obligations to each employee.
- ☒ PEO shall notify, in writing, client and co-employees of intent to terminate PEO agreement on or before termination and advise client of obligation to obtain workers' compensation coverage.
- ☒ PEO agrees to terminate client in WebFile within 30 days of termination of client agreement.

At the bottom of the form, there are two buttons: 'Edit' (with a pencil icon) and 'Terminate Client Relationship' (with a trash can icon). A large blue arrow points from the right towards the 'Terminate Client Relationship' button.

6. You will be prompted to identify if the client is insured under the master policy. Additional questions are required depending upon the answer.

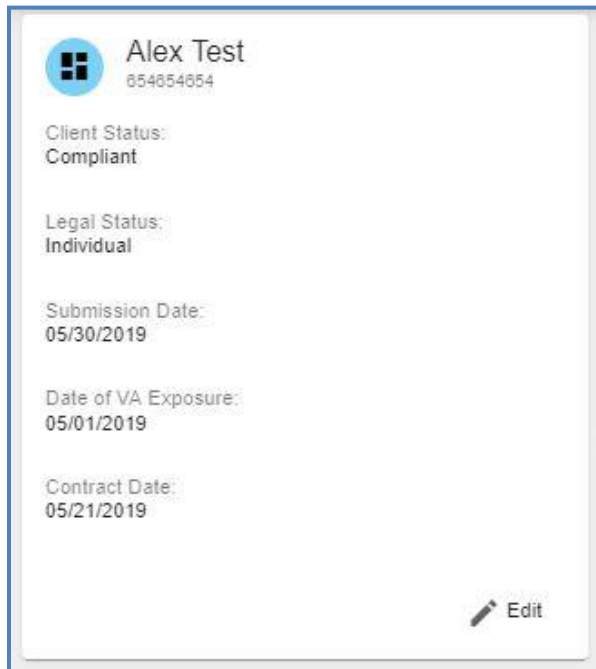
The screenshot shows the 'Terminate Client Relationship' form. At the top, it says 'PLEASE READ CAREFULLY.' followed by a paragraph of text explaining the termination process. Below this, there are several fields and checkboxes:

- Client on Master Policy ***
☒ Yes ☐ No
- Master Policy Requested Coverage End Date *** (with a calendar icon)
- Date Client Agreement Terminates *** (with a calendar icon)
- Reason for Termination *** (with a dropdown arrow)
- ☐ Confirm client has been advised of obligation to secure workers's compensation coverage pursuant to Section 65.2-803.1 E and Regulation 16 VAC 30-100-40 C3



At the bottom of the form, there are two buttons: 'Terminate Client' and 'Back'.

EDITING A CLIENT

1. Navigate to the appropriate PEO.
2. Navigate to the Active Clients section.
3. Select a client by clicking their FEIN.
4. Click the “Edit” button on the left of the Client Summary screen.



A screenshot of a web application interface showing a client summary for 'Alex Test'. The client's FEIN is 854854854. The client status is 'Compliant', legal status is 'Individual', submission date is '05/30/2019', date of VA exposure is '05/01/2019', and contract date is '05/21/2019'. An 'Edit' button with a pencil icon is located at the bottom right of the summary card.

	Alex Test 854854854
Client Status:	Compliant
Legal Status:	Individual
Submission Date:	05/30/2019
Date of VA Exposure:	05/01/2019
Contract Date:	05/21/2019
 Edit	

5. An active client will be listed with one of three statuses as follows:
 - a. Submitted for Approval – client registration has been submitted for review
 - b. Compliant – client has met compliance requirements, as determined by the Commission
 - c. Non-Compliant – client is noncompliant

6. You can also maintain the Client’s Contacts, Coverage and Contract information.

Managing Contacts functionality for the Client is nearly the same as it is for the PEO. Please refer to Managing Contacts for further details. The only differences for the client is that the listings of Designated Representative and Annual Assessment Point of Contact are not needed for the client.

7. When complete select to finalize changes.

MANAGING CONTRACT DATA

1. Under the Contract section the status of individual statutory contractual requirements are displayed. Items that are true are noted with a check mark.
2. To edit the status of the Contract items select
3. Update the appropriate fields and select when complete.

Client Contract

- ☒ Date of Virginia Exposure: 05/01/2019
- ☒ Number of direct employees in Virginia: 1
- ☐ 100% of this client's employees are leased from this PEO.
- ☐ This client company hires sub-contractors.
- ☒ A written contract exists between the PEO and the Client.
- ☒ Contract Date: 05/21/2019
- ☐ Expiration Date: 05/21/2019
- ☒ PEO shall provide information concerning the filing for workers' compensation and unemployment benefits given to each employee.
- ☒ PEO shall provide a written summary of rights and obligations to each employee.
- ☒ PEO shall notify, in writing, client and co-employees of intent to terminate PEO agreement on or before termination and advise client of obligation to obtain workers' compensation coverage.
- ☒ PEO agrees to terminate client in WebFile within 30 days of termination of client agreement.

Edit Terminate Client Relationship

MANAGING ANNUAL REPORT FILING DATA

This section covers the functionality available for submitting the Annual Report data through WebFile.

IMPORTANT




Professional Employer Organizations (PEO) are required, pursuant to Section 65.2-803.1 of the Virginia Workers' Compensation Act, to file by January 31st an electronic annual report for the period ending December 31st of the prior year. The administrative, insurance information and payroll should be updated for each client company to reflect current state. For more information, please refer to VA Code § 65.2-803.1 and the Commission's regulations 16 VAC 30-100-10/80, available on our website at www.vwc.state.va.us.

Annual Reporting must be completed between January 1 and January 31 each year. Annual Reporting includes payroll reporting for the PEO for the previous 12-month period.


- Be certain to fill out and submit annual reporting during the January reporting period. Editing the annual report information prior to the reporting period will not result in a report being submitted.
- It is recommended that annual reporting be commenced early in the January reporting period to ensure that it is completed timely.
- "Payroll" is defined as gross amounts paid by a PEO to its client company co-employees as compensation in Virginia for the time period indicated (). "Gross amounts" includes all items of compensation in the NCCI definition of remuneration.
- A PEO that had no payroll is still required to Annually Report and to report payroll as \$0.
- A PEO's annual assessment is calculated based upon the PEO's aggregate annual payroll, thus accurate payroll reporting is required.
- Enter all Annual Report information with care and review it before submitting. Once your Annual Report is submitted a PEO user cannot modify the reported data without first contacting the Commission for assistance.
- Annual Reporting is not complete until the PEO user checks all boxes certifying all information is complete and submits the Annual Report. Do not simply edit the information, you must enter all required information, save it, and submit it.
- Once an Annual Report is submitted a confirmation e-mail will be sent to the PEO User confirming receipt of the Annual Report and listing the payroll report for the reporting period.

FILING AN ANNUAL REPORT

1. Navigate to appropriate PEO.
2. Scroll down to the Annual Report section.




Annual Report

Year	File Date	Amount Reported	Assessment Date	Assessment Amount	Date Paid
2019			01/01/2019		 Edit
2018	12/13/2018	\$145,896,523.00	11/29/2018		
2018			11/29/2018		
2018			11/29/2018		
2018			11/29/2018		

3. Check the year in which you wish to file.
4. Click the “Edit” button.
5. Complete/Edit the Annual Assessment data.

6. Certify active clients reflect their current state.
7. Click the “Save” button.



Annual Report

Annual Report Details: Fill out annual report form and click Submit

Annual Assessment should be mailed to the following:

Attention *
TIM SMITH

☐ Override Address Validation

Street Address 1 *
1000 DMV DR

Street Address 2

City *
RICHMOND

State *
Virginia

Postal Code *
23220-2036

Country *
United States

Number of client co-employees in Virginia represented in this payroll report *

Approximate number of PEO direct employees in Virginia for new year *

Approximate number of client co-employees in Virginia for new year *

\$ Final Virginia payroll reported for period ending 12/31/2018 *

PEO certifies the following:


☐ PEO's designated representative information is current.

☐ PEO and its co-employees are in compliance with Virginia Workers' Compensation Insurance Requirements.

☐ PEO and its clients mailing and physical addresses are current.

☐ PEO has updated each client contract tab to reflect the current status of each client company.

☐ I hereby certify that the information in this report is true and correct to the best of my knowledge.

 **IMPORTANT**

Failure to submit an Annual Report by the January 31st deadline may subject a PEO to a monetary penalty.

To amend a filed Annual Report, please contact the Insurance Department PEO Specialist.

For questions concerning annual reporting, please contact the Insurance Department of the Commission by phone at (804) 205-3586 or by email at vapeo@workcomp.virginia.gov.

WebFile SUPPORT

WebFile Support pertains directly to WebFile accounts, transactions, and errors. WebFile users can find answers and solutions to common issues such as creating or unlocking a WebFile account and viewing or managing a claim.

[Click here to use the interactive WebFile Support tool.](#)

WebFile **Support**

If you are still having issues, or have additional questions after using the WebFile Support tool, please visit <http://www.workcomp.virginia.gov/webfile/webfile-support-request> and complete a WebFile Support Request.

